10.8 Information Handling (Privacy and Confidentiality) Policy

In its provision of an education and care program, the service obtains and deals with personal and sensitive information relating to families, children, staff and others. The service respects the privacy of all individuals and seeks only information which it needs to protect and care for children, and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family and Child Commission Act 2014*
- *Privacy Act 1988 and Regulations 2013*
- *National Quality Standard, Quality Area 7 – Governance and leadership*
- *Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 – Complaints Handling.*

Procedures

Through this policy the service complies with the Australian Privacy Principles under the *Privacy Act 1988 and Regulations 2013.*

(**Note to users of this Manual**: Services must access/seek independent advice on their compliance requirements under this legislation to ensure a policy is developed which complies with the requirements and suitable to their service).

The service gathers only the information it needs in order to provide its services and protect and care for children, families, educators, volunteers, students, contractors and anyone required by law to be registered on the National Early Childhood Worker Register. Types of information we collect includes (but not limited to):

- Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment; and
- Personal information as required by the National Early Childhood Worker Register (effective from 27 February 2026): full name, former names/aliases, date of birth, email address, mobile number, home address, postal address, blue card (working with children's check), and pertinent qualifications.
- Personal information for children and families including Centrelink Reference Numbers, names, addresses and contact details for family members and authorised nominees, and children's medical details.

The service obtains the written consent of persons for the use of the information by the service in connection to its operations, delivering the program and complying with its Duty of Care to children, employees and other persons, including those giving the information.

The service will seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received.

The service protects the rights of the individual's privacy by ensuring that information collected is stored securely in a locked filing cabinet.

Records of the service are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfill the service's Duty of Care and responsibilities to the children.

All records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25.

The Nominated Supervisor/Coordinator will ensure that children's records are reviewed and updated at least yearly and otherwise immediately after receiving a request from a parent/ carer to update any detail in the child's record.

The service will ensure:

- Fair and open information collection practices;
- Processes and practices that ensure information collected about individuals and families is accurate, complete and current; and
- Use and accessibility of personal information is monitored closely.

References

ACECQA, National Early Childhood Worker Register, https://www.acecqa.gov.au/national-quality-framework/child-safety/national-early-childhood-worker-register, accessed 30/04/2026

ACECQA, National Early Childhood Worker Register, Worker Register-Operational Policy Guide, https://www.acecqa.gov.au/media/47776, accessed 30/04/2026

DATE DEVELOPED	DATE RATIFIED	DATE REVIEWED	DATE RATIFIED
August 2018	24 August 2018	10.08.21	October 2021
		October 2024	November 2024
		April 2026	May 2026